

Message

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**From:** ServiceDesk v11 Notification [NoReply@Noreply.com]  
**Sent:** 3/28/2011 7:11:38 PM  
**To:** Hanchett, James (DPH) [James.Hanchett@state.ma.us]  
**Subject:** Manual Notify 695930 Notification

Incident 695930 Manual Notify.  
Assigned to: Byrne, Eric D  
Customer: Hanchett, James L  
Description: ARHO - VISIT - printer issue  
From: Hanchett, James (DPH)  
Sent: Friday, February 25, 2011 8:18 AM  
To: DPH-Help, Desk at 250 (DPH)  
Subject: Printer Problems

DPH HelpDesk,

We are having a problem with one of our printers and we need to have it serviced. I don't believe it is under a service contract because it is used by one of our instruments.

HP LaserJet P3010  
Model # CE526A  
Serial # VNBC99X0LJ

Jim Hanchett  
Amherst Drug Lab  
Room N251 Morrill I  
637 North Pleasant Street  
Amherst, MA 01003  
Phone 413-545-2607  
Fax 413-545-2608  
[REDACTED]

Reason: Manual Notification.

The incident mentioned above has been placed in "Resolution provided" status and will be closed at this time.

If you feel that this has not been resolved to your satisfaction, contact the ITS HelpDesk at 617-624-5877 or send an email to DPH-Help, Desk at 250.

REMINDER: To help us serve you better, please remember to always reference the incident number when contacting the ITS HelpDesk.

Thank you,

ITS Call Center